

# ITIL 5 Foundation



**Days:** 3

**Prerequisites:** None.

**Audience:** ITIL® Version 5 Foundation Course is for anyone working in IT seeking knowledge in IT Service Management and how to provide business value. Additionally, anyone who is looking to upgrade their ITIL v3 certification and knowledge.

**Description:** The ITIL® Version 5 Foundation course provides participants with a comprehensive introduction to modern digital product and service management. The course explores how organizations design, deliver, operate, and continually improve technology-enabled products and services while creating value for customers and stakeholders.

Participants will learn the core concepts of ITIL, including value co-creation, service relationships, lifecycle management, and the ITIL Value System, along with the Four Dimensions of Product and Service Management that enable organizations to manage services holistically.

This course goes beyond theory by incorporating real-world operational scenarios, governance perspectives, and practical implementation discussions. Participants will explore how ITIL practices align with broader governance frameworks and how service management capabilities support digital transformation, cybersecurity resilience, and organizational trust.

By the end of the course, participants will understand the shared language of modern service management, how ITIL practices operate in real organizations, and how these concepts support operational excellence and digital trust. The course also prepares learners for the ITIL® Version 5 Foundation certification exam.

**Objectives:** After this course, students will be able to:

- Explain the key concepts of digital product and service management and how organizations create value through service relationships and value co-creation.
- Describe the ITIL Value System, including guiding principles, governance structures, value streams, and continual improvement mechanisms.
- Explain the Four Dimensions of Product and Service Management and how they enable holistic service delivery.
- Describe the lifecycle activities required to design, build, deliver, and support digital products and services.
- Explain the purpose and value of core ITIL management practices used to manage and improve services.
- Recognize how ITIL practices support governance, risk management, and digital trust within modern organizations.
- Prepare for and successfully complete the ITIL Version 5 Foundation certification exam.

## OUTLINE:

### DAY 1

- Foundations of Digital Service Management
- Introduction to Modern Service Management
- Key Concepts of Value and Service Relationships
- The Four Dimensions of Product and Service Management

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## DAY 2

- The ITIL System and Lifecycle
- The ITIL Value System
- The Product and Service Lifecycle
- ITIL Management Practices
- Applying ITIL in Modern Digital Organizations

## DAY 3

- Certification Exam Preparation
- Key Concept Review
- Practice Exam Workshop
- Final Review and Exam Readiness